

**DEPARTMENT OF SOCIAL SERVICES**

DIVISION OF MEDICAL SERVICES

700 GOVERNORS DRIVE

PIERRE, SD 57501-2291

**PHONE:** 605-773-3495

**FAX:** 605-773-5246

**WEB:** [dss.sd.gov](http://dss.sd.gov)



**Strong Families - South Dakota's Foundation and Our Future**

---

August 10, 2012

**ATTENTION: Providers and Billing Professionals**

**FROM: South Dakota Medicaid**

**RE: New Interactive Voice Recognition (IVR) System**

The Division of Medical Services has installed a new Interactive Voice Recognition System. You will have two options at this time.

You can select "Eligibility" or "Claims."

If you select Eligibility, you be asked to key or say the servicing NPI number. This should be the NPI number of the provider that will render the services. If the servicing NPI number is enrolled with SD Medicaid, you will be asked to enter or say the recipient ID.

If you choose "Claims" you will be referred to a telephone service representative that will answer your claims inquiry.

We ask for your patience and understanding with the system as we refine the options and settings on the voice recognition.

Please share this with other staff in your office and sign up for future messages at the listserv <http://listserv.state.sd.us/archives/sdmedx.html> link.

South Dakota Medicaid